



healthwatch

# Healthwatch Cheshire West Annual Report 2016/17



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# Message from our Co-Chairs

## Welcome

***We are delighted to present our Annual Report for 2016/17; a year which has seen many challenges to both national and local health and social care services.***

As your independent consumer champion, Healthwatch Cheshire West has had an extremely busy year, constantly seeking to understand what works well for you and exactly where your concerns about local health and care services lie.

In line with recommendations from our reflective audit we have continued to strengthen our partnership working and engagement channels to enable us to gather greater and more detailed feedback from people who live and work in West Cheshire. These views are extremely important to us and we have put them to best use to influence commissioners and care providers to improve local services.

In order to further streamline the governance of Healthwatch Cheshire West, the functions of the former Operational Committee and Executive Management Board were merged to form one Board in January 2016 - March 2017 which has worked effectively to oversee the work plan covering subjects as diverse as People with Learning Disabilities and Autism, Cancer

Pathways, Mental Health and Wellbeing, and Sexual Health. Information on these projects can be found within this report and on our website,

[www.healthwatchcwac.org.uk](http://www.healthwatchcwac.org.uk).

Our Enter & View programme, which sees trained volunteers visit hospital wards, day care centres and care homes to observe the nature and quality of treatment and care, continues to strengthen our understanding of how well these services are serving the local population.

Strategically, we have been involved in discussions regarding the potential changes to health and social care commissioning and delivery that the emerging NHS-led Sustainability and Transformation Plan for the local areas has initiated. We have been able to constructively challenge the role of public and patient voice, and have used our seats at the Health and Wellbeing Board to reinforce the importance of effective engagement moving forward.

In March 2017 our CEO, Louise Barry, took charge of a successful bid for the delivery of a new Healthwatch Cheshire contract, to cover both East and West Cheshire. Following the contract award and subsequent open recruitment process, we were delighted that Louise was appointed as the CEO of Healthwatch Cheshire and continues to provide strong leadership and strategic direction.

In recognition of the invaluable contribution of our 34 volunteers, we held a

volunteers' celebration event in May. On behalf of the Board, we would like to extend our thanks to the dedicated team of volunteers, fellow Board members, the CEO and her staff team, for their sterling work over the year, as without them, such a wide range of engagement and project work would not have been possible.

To ensure the continued success of Healthwatch Cheshire West we encourage



***Brendan Doyle***

you to share your views and experiences with us. We need to hear your compliments and concerns - no matter how small or large. **#Shareyourviews**



***Lynne Turnbull***



# Highlights from our year

We've worked in partnership on projects engaging with young disabled people, homeless people and rough sleepers, and Cancer Champions



Our 34 volunteers help us with everything from Engagement to Enter & View visits



Our authorised representatives have visited 46 local services



Our reports have tackled issues including Sexual Health and Homelessness



We've spoken to 147 people about Care at Home.



We've met and spoken to hundreds of local people at community events



# Who we are

***Healthwatch Cheshire West is part of a network of local Healthwatch organisations supported by Healthwatch England.***

Our aim is to make health and social care services better for ordinary people.

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

## ***Our Vision***

Healthwatch Cheshire West provides an independent voice for the people of Cheshire West and Chester helping to shape and improve local health and social care services.

## ***Our Priorities for 2016/17***

Our work plan for the year covered many wide ranging topics such as: Learning Disabilities, Sexual Health Services, Cancer Pathways, GP Services, Mental Health and Wellbeing, Care at Home, Services for Children and Young People and Loneliness and Isolation. A few of our projects are highlighted below.

## ***Care at Home***

Good domiciliary care is important in allowing people to remain independent in their own homes for as long as possible. When our engagement team began picking up concerns relating to this type of care we decided to investigate the strengths, weaknesses and gaps of this service provision. We were particularly interested in the care of those who self-fund and whose care service is therefore not necessarily assessed by the local authority.

We compiled a survey to which 176 people in receipt of care responded. Over 40 companies providing care in Cheshire West and Chester were identified. We found that despite nearly a quarter of respondents having made a complaint about their service at some point, most respondents, 86%, were 'Very' or 'Quite' satisfied with their care. What matters to those receiving care was to have consistency and a stable routine. People appreciated having the flexibility of direct payments especially when paying privately towards their care package. Many commented that their carers were dedicated, friendly and often did more than expected. Concerns were expressed about lack of timekeeping by carers, inconsistency of staffing, slow response to calls and a lack of awareness of who to contact in an emergency.

## ***Cancer Pathways***

Vale Royal CCG asked us to participate in their Action on Cancer programme set up in response to extremely poor one year cancer survival rates. We spoke to attendees at

different support groups and collated feedback on current cancer services and how these could be improved. Further details of how this work has benefited local people can be found on page 17.

### **Sexual Health Services**

Healthwatch Cheshire West undertook a Sexual Health Research and Enter and View Project in 2016 as a follow on to a recommendation made in a previous Enter & View report in which it was noted that the service was due to be delivered by a new contract. With the specific knowledge of the imminent service changes, the Authorised Representatives felt that the service should be re-visited to assess the impact of these changes.

**“Authorised Representatives recommend a revisit of the service during the next 12-18 months, to compare and contrast the new service.”**

2015 Enter and View Report.

The project focussed on:

- + Previous work undertaken by HWCW to inform further Enter and View activity.
- + The visibility and accessibility of the service to the general public in terms of information displayed via posters and leaflets at health locations, and at community sites such as clubs, libraries, colleges and schools. Attention was to be particularly given to the clarity and accuracy of information presented online.
- + Knowledge of frontline staff regarding appropriate signposts for sexual health services and support.

- + The quality of service experienced by people using the service.

The full report can be found at <http://www.healthwatchcwac.org.uk/reports>

We report regularly on issues and concerns and provide regular updates to commissioners, Health and Wellbeing Board members, Care Quality Commission (CQC) and Clinical Commissioning



*Members of the Healthwatch Team from left to right: Neil Garbett, Emma McKenzie, Jackie Lewis and Dave Crosthwaite.*



We can  
help you...

*Your views on  
health and care*

## *Listening to local people's views*

As ever, engaging with the public has been at the core of Healthwatch Cheshire West's activity and the team uses various means to gain local people's views on health and social care services. During the past year the team have attended almost 200 engagement events and meetings and volunteers have carried out 46 Enter & View visits. At all of these events comments and insights were shared with us into how services are working for local people.



### *We listen to the opinions of local people*

A variety of easily accessible contact methods allow individuals and communities to engage and feedback effectively with Healthwatch Cheshire West: in person, via the telephone, by email, by Freepost comment cards, via Healthwatch Cheshire West's website or via Facebook and Twitter. To help inform our work plan we also circulated a priority setting survey asking people to identify their three most important health and social care services.

## *Working with Young People The Queens School Volunteering Project*

This project set out with the intention of increasing awareness of Healthwatch Cheshire West with young people in the area, and providing them with an insight in to NHS and Local Authority commissioned and delivered services.

Working with a group of students (aged 16/17) from Queen's School in Chester, a programme of activity was designed that took place over a 10 week period. During this time the students received training on public health and safety, safeguarding, confidentiality, team work, working with older people, engagement, and Enter and View.



### *Students of The Queens School, Chester present their experiences of the volunteering project*

The benefits of this learning led to them becoming active Healthwatch Cheshire West volunteers. They engaged with the community by administering two surveys at the Countess of Chester Hospital, and undertaking Enter and View activity which provided new 'eyes and ears' in locations across Cheshire West.

5 of the students are now Healthwatch Cheshire West Enter and View Authorised Representatives.



*Students of The Queens School, Chester*

“The volunteering partnership with Healthwatch is proving to be a huge success. It has been very well organised and tailored to provide our students with a rare and real opportunity to be trained and take part in the delivery of Healthwatch community engagement services. I firmly believe that voluntary placements are most successful where both parties benefit from the experience. Our students are benefiting from the opportunity to experience and be a part of the Enter and View process. Healthwatch and its regular volunteer force benefits from a new younger perspective on the delivery of its services and the opportunity to mentor a new generation of health professionals. We definitely hope that the partnership with continue in the future.”

.....  
Mrs J McKeirnan  
Deputy Head of Sixth Form/Head of PSHE/Computing Teacher, The Queen's School

## ***Working with Homeless People St Werburgh's GP Practice***

Linking in to our identified workplan theme of loneliness and isolation Healthwatch Cheshire West was commissioned by NHS England to undertake an engagement project centred on the services provided by the specialist St Werburgh's GP Practice situated in Chester. The aim was to engage with service users from the Cheshire West area who were homeless, or had been homeless, and rough sleepers to gain their views with regards to any re-commissioning of services.

Healthwatch Cheshire West mobilised its volunteers to carry out a survey consisting of a number of questions covering all aspects of the services offered by the Practice and carried out a street-based patrol and a focus group engaging with service users and partners within Chester.

Due to our independence Healthwatch Cheshire West and its representatives were able to provide a neutral stance to ensure that the survey was balanced and fair. In total 49 people took part in this public engagement and the resounding conclusion was that the service is highly thought of and valued and that there was a clear affinity between those who use the service and staff, doctors, nurses, reception staff.

We arranged a focus group to ensure that as many members of the homeless community who used the practice could have their say. It was well attended and with the help of volunteers surveys were completed. Those taking part appreciated that they could have a 'proper say' and air their views and opinions.



### *Focus group at Harold Tomlins Centre*

A total of 276 individual comments were recorded by volunteers and staff during engagement and fed back in the report to NHS England.

Healthwatch Cheshire West has built relationships with individuals and agencies which support homeless people, rough sleepers, and service users who have previously been homeless. The relationships with these organisations greatly aided the engagement process and these links open up the potential for future working.

### ***What we've learnt from visiting services -***

As the local consumer champion for health and social care, Healthwatch Cheshire West gathers comments from local people and looks at information about how well local services are performing. We then produce reports which we share with the people who have the power to make changes to services.

As part of our scrutiny function, we have the power to Enter and View services. This means that our Authorised Representatives have the right to enter certain types of health and social care premises to observe the nature and quality of services, and to comment on what is being done well and what could be done better.

These visits provide a snapshot in time of the services being provided and reports are

made available publicly. With this in mind, Healthwatch Cheshire West undertook 46 visits over the last 12 months with the intention of monitoring standards and continuity. Reasons for visits are many and varied. The list below outlines reasons why a visit might be planned:

- + As part of a work plan priority or work-stream project
- + Intelligence received from a number of individuals or a partner organisation
- + Issues arising from Quality and Risk group or Patient Experience meetings as well as communication with CQC
- + A facility has not been visited previously or not been visited for two years
- + As part of a specific local study
- + As part of a joint project e.g. working with improvement teams at our local hospital to monitor the Emergency Care experience.

During the last 12 months 46 visits have been undertaken:

**33** visits to Nursing and Care Homes  
**10** visits to NHS Establishments  
**3** visits to specialist centres including learning disability

Examples of recommendations made in our reports which have been taken up by the service provider are:

- + Improvements to display area and hand gel dispensers - Hillcrest
- + Improvement in activities provision - Mount Pleasant, Redwalls and Winsford Grange
- + Improved policy on security including updating equipment - Oaklands

- + Improved decoration and car parking - Tarvin Court
- + Improvements in infection control measures, laundry provision and activities - The Old Rectory.

The following are current Authorised Representatives who can carry out Enter & View activity on behalf of Healthwatch Cheshire West:

Christine Banfi, Richard Berry, Joanna Brookes, Andrew Firman, Pamela Fox, Caroline Jones, Jo Lewis, Patricia Lott, Sue Masterman, Margaret McDermott, Alan Murphy, Margaret Yorke, Pauline English, Bill Giffin, Rhiannon Wilson, Denise Pritchard, Jenny Young, Lynda Kenny, Val Pasley, Elizabeth Bott, Deanna Mithen, Keith Millar, Geraldine Waite, Neil Garbett, Jackie Lewis, Paul Checkley, Janet Lomas, Pamela Hunter, Musa Mohammed, Nelson Okora, Georgina Hulme, Caitlin Lewis, Sinchana Lakmisha, Jobi Chan, Jenna Assad and Jessica Blinston.



*Authorised Representatives learn about the work of NICE*

Our Enter and View reports are all published online and shared widely with the following organisations/bodies:

- + Western Cheshire/Vale Royal CCGs
- + Cheshire West and Chester Council
- + CQC
- + Cheshire West and Chester Adult Safeguarding Board
- + Healthwatch England.





*Helping  
you find the  
answers*

## ***How we have helped the community access the care they need***

**“After experiencing challenges within my role as a carer I sought some advice and guidance and found that Healthwatch Cheshire West were really helpful in providing advice, guidance and signposting.”**

.....  
Keith Millar, Healthwatch Volunteer

Healthwatch Cheshire West continues to operate a free, confidential and independent signposting service for people living and working within Cheshire West and Chester. Requests can be made by telephone to 0300 323 0006 or via the ‘Share your Views’ webform at [www.healthwatchcwac.org.uk](http://www.healthwatchcwac.org.uk).

The Healthwatch Team provides contact details of organisations likely to be able to help you with your health or social care query. We are also able to refer to advocacy services to support people through this process.

The following recent examples demonstrate the wide range of enquiries we receive.

### ***Accessing dental treatment***

Mr Y who lives and travels around on a narrowboat contacted us requesting help to access dental treatment. He was in a lot of pain and needed root canal therapy but had waited 9 weeks for a dental appointment

only to have it cancelled. We suggested he go the Emergency Dentist at the hospital or alternatively register with a new dentist. We also advised him of the complaints process and of the option of advocacy support if required.

### ***Supported Living***

Mrs M, mother of a young woman who has a Learning Disability and Autism, contacted us when her daughter’s carers at her supported living home were not following her care plan. Due to an ongoing medical condition Miss M has to be fed in a particular way so as to avoid complications and to keep her out of hospital. Mrs M had tried to intervene with the carers but was being told she was ‘causing trouble’. We advised Mrs M of how she could make a complaint to the care provider and to Social Care at the local authority. We have been advised that an apology has been made and Miss M continues to live independently.



*Our Engagement Workers speak to local people to find out what works for them.*

*Making a  
difference  
together*



## ***How your experiences are helping influence change***

### ***Identifying Gaps in Service Provision for Disabled Children/Young People, their Families and Carers***

In June 2016 Healthwatch Cheshire West commenced a project to identify gaps in Service Provision for Disabled Children, Young People and their Families and Carers after hearing of deep concerns that traditional services that parents relied upon and valued were disappearing. This issue was highlighted as one of the top five concerns in our annual priority setting survey.

The project, which necessitated close working relationships with Cheshire West and Chester Council (CWAC), Parent Carers Forum, National Autistic Society and Learning Disability Partnership Board entailed:

- + Identifying the services which currently exist, how they were accessed and what was and wasn't working for people.
- + Collecting people's opinions on how they felt services could be designed and delivered to better meet the needs of those using them.
- + Seeking to identify innovative ways that services could be altered to achieve mutually beneficial cost savings
- + Acting as a critical friend and providing challenge to local commissioners and providers in relation to their duty of care to disabled children and young people, and their families.

To do this we asked four key questions:

- + What works well at present and why?
- + What doesn't work well at present and why?
- + Are there any gaps in provision?
- + Have you got any ideas for new and improved services?

To ensure the widest circulation of the survey it was posted and promoted online and paper copies distributed at all of our engagement events throughout the year. Healthwatch and Cheshire Centre for Independent Living, led workshops locally and attended the Parent Carer Forums to elicit parents' and carers' views. We also attended stakeholder meetings and events to consult with users, arranged drop in sessions at local special schools and colleges and liaised with multi-agency professionals.

Information collated by Healthwatch was shared in 'real time' with commissioners and service providers and as a result residents views helped inform the Cheshire West and Chester Council's Disabled Children and Young People Services Review.

Amongst the many findings were:

- + Clear transition pathways were lacking
- + Holiday cover for child care was difficult to obtain
- + An apparent lack of teenage provision at the Countess of Chester Hospital
- + Not enough social activities for 16 to 25 year olds.

Our full report can be read at

<http://www.healthwatchcwac.org.uk/reports>.

Further to a presentation of our findings to the Special Education Needs and/or Disability (SEND) Strategy Group meeting the following thanks was received:

**“I am writing to say the partnership working has been really helpful and the Healthwatch report has been used as part of the evidence to inform the Council’s Review of Disabled Children and Young People’s Services.”**

.....

Mark Parkinson, Director of Education,  
Children and Families Directorate, Cheshire  
West and Chester Council

## ***Cancer Champions***

### ***Vale Royal CCG***

An All Party Parliamentary Group Report on Cancer in 2015 revealed that NHS Vale Royal CCG had the worst 1 year survival rate from cancer in England closely followed by South Cheshire CCG. These survival rates are linked with late diagnosis. Numbers of new cancers are increasing due to our population getting older and surviving other illnesses. More than 1700 new cancers are diagnosed each year locally. The Cancer Commissioning Board decided to focus their work on the early detection of cancer and Vale Royal CCG initiated their Cancer Pathway programme. Healthwatch Cheshire West attended workstream meetings around improving survival and improving quality of life of patients after treatment and at End of Life. Healthwatch spoke to people with new diagnoses, having finished treatment or living with cancer to hear their views on

current services and how their lives have been impacted.

As early diagnosis of cancer is essential for survival, Vale Royal CCG recruited Community Cancer Champions from local community groups of all sizes, employers, voluntary groups, and faith and third sector organisations to enlist one member of each group to be intensively trained as a Cancer Champion. We became involved in the Community Cancer Champion programme by having staff members and volunteers trained to help raise awareness of the signs and symptoms of cancer and encourage people to go to their GP if they have concerns.

## ***Friends and Family Test***

### ***West Cheshire CCG***

As part of a ‘Hearing the Homeless’ Project Healthwatch Cheshire West was approached by NHS West Cheshire Clinical Commissioning Group in January 2016 to facilitate feedback from patients associated with a specialist GP Practice based in Chester - St Werburgh’s.

The Project aimed to give homeless people and other seldom heard groups a chance to use the Friends and Family Test to improve primary care services. We were asked to:

- + Identify engagement methods with the homeless community
- + Raise awareness of the services offered by the practice
- + Raise awareness of the Friends and Family Test within the homeless community
- + Ensure the homeless community benefited from the services offered.

A combined staff and volunteer team undertook a scoping exercise to establish the range of groups and organisations that engage with homeless people and rough sleepers on a regular basis in the area. Each group and organisation was then approached to gain further insight in to the support that was offered and to explain the role and remit of Healthwatch Cheshire West. Support groups were initially suspicious of our intent, however once they understood more about the project and that we were here to assist they came on board with our efforts to support the community.










The team undertook engagement activity in a range of ways e.g. accompanying Cheshire West Street Pastors on night patrols as they looked after and spoke with those living rough; worked in partnership with the Harold Tomlins Centre at the drop-in service within Chester run by CATH, Chester Aid to the Homeless; and worked with Richmond Court who undertook surveys within their premises on our behalf.

### **Volunteer involvement**

In recruiting volunteers to help with the project HWCW’s Volunteer Co-ordinator took the approach of advertising the opportunity to volunteer via our volunteer newsletter outlining that they would be working on a project that was exploring the Friends and Family Test with homeless people around the Chester area. All the volunteers that responded were experienced with HWCW and their strong communication skills made them ideally suited to the task.

During a two week period of engagement the questionnaires and interview were undertaken at:

- + St Werburgh’s GP Practice by HWCW volunteers attending the Practice at peak times i.e. 9.30 am - 12.00 pm. Reception staff introduced the HWCW volunteers who then explained the purpose of the questionnaire and sat with individuals, reading each question and explaining it when required.
- + Harold Tomlins Centre. HWCW volunteers accessed the Centre at peak times and sat in the common area where there is a small café. Staff at the Centre introduced the volunteers to people and again sat with them to support their understanding and completion of the questionnaire.
- + Richmond Court’s staff administered the questionnaire over a two week period as this was deemed the most appropriate method for the setting.
- + Street Pastors - HWCW staff took part in night patrols to gain a better understanding of the concerns and conditions faced by homeless and also administered the questionnaire during their observation on the night patrol.

How easy was it to get an appointment at St Werburgh's?			
	Very easy to make	Fairly easy	Not easy at all
Would you recommend the practice to people you know?			
	Yes I would tell everyone	Not sure, I think I might	No I would not
Would you recommend the practice to people you know?			
	Yes I would tell everyone	Not sure, I think I might	No I would not

## Results

In total the questionnaire was administered to 61 people who presented themselves as being homeless or rough sleepers within the Chester area.

It was clear that few, if any of the people had awareness of the FFT and the reasoning behind it. There was a requirement to make this format simpler for involvement so Healthwatch Cheshire designed a visual “smiley face” version of the FFT and this was received with enthusiasm by NHS England who have expressed an intention to adopt the style for future cards.

## Feedback from NHS WCCG

“On behalf of NHS West Cheshire Clinical Commissioning Group, I would like to extend my thanks to you for what has been considered an outstanding project on ‘Hearing the Homeless’ in West Cheshire.

Since you presented your report to the designated project group, the findings have been disseminated across the organisation and one outcome is that the pictorial figures will be used not only for those who use St Werburgh’s GP Practice, but for those who use our other GP Practices too.

In addition, NHS England has commended this project and encouraged the NHS West Cheshire Clinical Commissioning Group to extend the learning to other areas

of the United Kingdom. We will action this in due course.”

.....  
Debbie Smith, Patient Experience Manager,  
NHS West Cheshire CCG



*It starts  
with you*



## #ItStartsWithYou

### Doreen's Story

At an Enter & View visit to the Countess of Chester Hospital in February this year, one of our representatives observed a number of issues relating to accessible car parking provision on the hospital site.

Representatives spoke to a number of service users, including Doreen, who was having some trouble driving her tiny power scooter over raised bumps at the entrance to the car park. A number of vehicles had parked illegally, blocking off pedestrian and disabled friendly routes. Doreen's experience was that cars were illegally parked in this area on a regular basis.

We reported our findings and recommendations in our Enter & View report which was forwarded to management at the Countess of Chester Hospital. This prompted the response below and actions that have led to permanent changes to the car park preventing the pavement getting blocked.

**"Thank you for your report, I have found it very useful in arranging the suggested actions of recommendation.**

- This car parking area was a small paying barrier car park, however, to support the increase in disabled drivers to the Trust that end of the Hospital, we decided to convert the access purely for disabled badge holders.
- We do have a plan to mark the bays which will impact on a reduction of spaces.... Only yesterday we replaced the broken red and white blocks that segregate the disabled car park from the staff car park.

- I will link up with our Estates Manager regarding the removal of the rubber discs as a matter of priority and ascertain a designated crossing point.

Always willing to listen to our patients and visitors in improving our services.

Many thanks for sending the report which we will endeavour to work with."

.....

Tim Lister, Security Manager & Local Security Management Specialist,  
Countess of Chester Hospital NHS Foundation Trust, Liverpool Road, Chester.



"Grateful to Healthwatch for seeing to the disabled car park. I can now get entry out of the car park. Very scary it was going on my scooter over the bumps. There was no other access. Scooter and I could have tipped over going over the bumps."

.....

Doreen, patient at Countess of Chester Hospital

*Our plans  
for next  
year*



## What next?

Healthwatch delivery across Cheshire is to be commissioned jointly next year by Cheshire West and Chester Council and Cheshire East Council. Healthwatch Cheshire West was formally notified in mid-January that the tender we submitted to deliver these services had been successful. As a result Healthwatch Cheshire West has formally changed its name to Healthwatch Cheshire CIC and, in line with the statutory requirement, we will be keeping the branding and trading as Healthwatch Cheshire West and Healthwatch Cheshire East.

It is anticipated going forward that we will have more streamlined processes to allow us to share themes, trends and activities more readily and will allow us to align our strategic work with the local plans for how services are changing.



The initial period of the new contract will see us recruiting new team members of both staff and volunteers, and we will be engaging with people and stakeholders in Cheshire West and Cheshire East to establish our priorities and objectives for the year. The new service will also incorporate the delivery of the NHS Independent Complaints Advocacy Service.



*Our people*

## ***Decision making***

Healthwatch Cheshire West is a Community Interest Company (CIC) comprising a consortium of six well-known and varied local voluntary sector organisations; each committed to ensuring there is the best possible Healthwatch operating in Cheshire West. These diverse and influential local organisations are:

- + Age UK Cheshire
- + Cheshire Centre for Independent Living (CCIL)
- + Cheshire, Halton & Warrington Race & Equality Centre (CHAWREC)
- + Chester Voluntary Action (CVA)
- + DIAL West Cheshire
- + The Youth Federation.

The Healthwatch Cheshire West Board consists of executive directors and volunteers/lay people. The Board meet on a quarterly basis to ensure our legal duties are met and that accountable and transparent decisions are made about our finances. They also help inform the direction of our activities and ensure a breadth of knowledge and expertise.

Board members over the year have been:

- + **Carol Berry**, replaced by **Ella Sips** in March 2017, Chester Voluntary Action, Director and Board Member
- + **Elizabeth Bott**, Board Member
- + **Pat Clare**, Board Member
- + **Brendan Doyle** (Co-Chair) Director and Board Member
- + **Lynne Ewin**, Board Member, passed away November 2016
- + **Andrew Firman**, Board Member

- + **Chris Hindley**, Youth Federation, Director and Board Member
- + **Shantele Janes**, Cheshire, Halton and Warrington Race and Equality Centre, Director and Board Member
- + **George Loughlin**, Board Member
- + **Keith Roper**, DIAL West Cheshire, Director and Board Member
- + **Lynne Turnbull**, Cheshire Centre for Independent Living (Co-Chair) Director and Board Member
- + **Lucy Welsh**, Age UK Cheshire, Director and Board Member
- + **Rhiannon Wilson**, Board Member
- + **Margaret Yorke**, Board Member.

## ***How we involve the public and volunteers***

### ***Volunteer Celebrations***

Volunteer involvement is crucial to the success of Healthwatch Cheshire West. The majority of our Board members are volunteers who oversee and direct our work. Our community engagement volunteers and Enter and View Authorised Representatives carry out essential activity to collect local people's views on how local health and social care services are performing.

To recognise the invaluable work undertaken by our volunteers we held a Celebration event in May 2016 during which a speaker from the National Institute of Clinical Excellence explained the value of their guidelines in connection with our Enter & View work.



We also held a volunteers' Christmas party at Cheshire, Halton & Warrington Race & Equality Centre in Chester.



## ***Keith Millar - Volunteer - Mental Health representative for Healthwatch Cheshire West***

### ***Why did I volunteer?***

“There is always that ‘thing’ about giving something back to help others. Well that’s exactly what got me to volunteer. I also have a full time job and I am a carer.

### ***Why Healthwatch?***

After experiencing challenges within my role as a carer I sought advice and guidance

and found that Healthwatch Cheshire West were really helpful in providing advice, guidance and signposting. My interest developed from there and I began thinking about how could I repay the help and support I had received.

So for me I volunteered with Healthwatch as they were there for me as a people’s champion and I wished to help spread their culture of support within the community.

### ***What do I do?***

Well initially I started to do engagement activity, in particular at my local library, running awareness drop-ins. This was important as I was able to get the latest news from Health and Social Care and also advertise what Healthwatch Cheshire West was doing in my local community and further afield.

I was also there to be the eyes and ears of Healthwatch, engaging with people attending and explaining who Healthwatch is and what we do. In doing this I find that people are then prepared to talk and I ensure their views are relayed back to the team. Healthwatch, in cooperation with the Local Authority is able to access the libraries and hold awareness drop- ins and I find these to be a great benefit to many in the community.

I also carry out Enter and View visits as an Authorised Representative. This is a vital way to help ensure the welfare of patients and residents alike. I see it not just a mechanism to critique but also to praise. By listening and engaging with staff/residents/patients and organisations we at Healthwatch Cheshire West are in a place that can bring about change.

I have received training in many areas and have constant contact with the team which

I find to be reassuring as clarification on certain points can always be accessed.

With my experience of being a carer and of mental health concerns I became a Volunteer Champion for Healthwatch and represent the team on matters concerning mental health. I attend local mental health groups such as the West Cheshire Mental Health Forum where a number of agencies sit and agree on approaches to make changes for the better in the area of mental health. From this representation came an invitation to attend a Mental Health Summit in Chester which I attended as a Healthwatch representative in November 2016. Here a decision to create a Mental Health Partnership Board was made and Healthwatch Cheshire West was invited to sit at that table. This further illustrates the respect that organisations involved in health and social care and in particular mental health have for Healthwatch Cheshire West.

With the creation of this partnership and involvement face-to-face at other groups like the Forum, Healthwatch are in a unique position to provide independent support to those who need it most. This is either by signposting or raising concerns to those who can make the decisions such as the local CCGs, Local Authority, NHS England and Cheshire and Wirral Partnership.

I have found that just by representing Healthwatch people are prepared to ask questions and seek guidance.

I relish this opportunity of being a Healthwatch Cheshire West volunteer and the fact that I can be part of something that brings about change makes me proud.”



Keith Millar, Healthwatch Volunteer





*Our finances*

<b>Income</b>	<b>£</b>
Funding received from local authority to deliver local Healthwatch statutory activities	189,385
Additional income	6,500
<b>Total income</b>	<b>195,885</b>
<b>Expenditure</b>	
Operational costs	43,556
Staffing costs	104,478
Office costs	19,869
<b>Total expenditure</b>	<b>167,903</b>
<b>Balance brought forward</b>	<b>27,982</b>



# Contact us

## Get in touch

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We will be making this annual report publicly available on 30 June 2017 and will publish it on our website and share it with Healthwatch England, CQC, NHS England, Clinical Commissioning Groups, Overview and Scrutiny Committees, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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# healthwatch

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